

EAI Architecture Availability Summary
December 16, 2003 - January 15, 2004

Start Date of Period	12/16/03
End Date of Period	01/15/04
Total Number of Days in Period	31
Total Number of Hours in Period	744
Total Number of Sundays in Period	4
Total Number of Mondays in Period	4

Component			DI Queue Manger	Total _{MW} (hours)	Total _O - EAI Related Outages (hours)	Total _O - Total (EAI + Other) Outages (hours)	% Availability EAI Related Outages	% Availability Total (EAI + Other) Outages
EAI Bus 1	EAIP1	SU35E14	N/A	24	0.0	0.0	100.00%	100.00%
EAI Bus 2	EAIP2	SU35E3	N/A	24	0.0	0.0	100.00%	100.00%
Source System		Target System						
Central Processing System	CPS	COD	EAIP1	8	0.0	0.0	100.00%	100.00%
Common Origination & Disbursement	COD	CPS	EAIP2	24	0.0	0.0	100.00%	100.00%
Common Origination & Disbursement	COD	DLSS	EAIP2	24	0.0	0.0	100.00%	100.00%
Common Origination & Disbursement	COD	NSLDS	EAIP2	24	0.0	0.0	100.00%	100.00%
Common Origination & Disbursement	COD	SAIG	EAIP1	24	0.0	0.0	100.00%	100.00%
Direct Loan Servicing System	DLSS	CMDM	EAIP2	24	0.0	0.0	100.00%	100.00%
eCampus Based	eCB	FMS	EAIP2	24	0.0	0.0	100.00%	100.00%
FAFSA 7.0	FAFSA	CPS-FAFSA	N/A	8	0.0	5.5	100.00%	99.25%
Financial Management System	FMS	COD	EAIP2	24	0.0	0.0	100.00%	100.00%
Lender Reporting System (LaRS)	LaRS	NSLDS	EAIP1	24	0.0	0.0	100.00%	100.00%
Loan Origination Web (LOWeb)	LOWeb	COD	N/A	72	0.0	0.0	100.00%	100.00%
Mellon Bank File	Mellon	FMS	EAIP2	24	0.0	0.0	100.00%	100.00%
National Student Loan Data System	NSLDS	COD	EAIP1	52	0.0	0.0	100.00%	100.00%
National Student Loan Data System	NSLDS	FPDM	EAIP2	52	0.0	0.0	100.00%	100.00%
National Student Loan Data System	NSLDS	eCB	N/A	52	0.0	0.0	100.00%	100.00%
National Student Loan Data System	NSLDS	Ombudsman	N/A	52	0.0	0.0	100.00%	100.00%
Post-Education Participant System	PEPS	COD	EAIP1	24	0.0	0.0	100.00%	100.00%
Post-Education Participant System	PEPS	eCB	EAIP2	24	0.0	0.0	100.00%	100.00%
Post-Education Participant System	PEPS	FPDM	EAIP2	24	0.0	0.0	100.00%	100.00%
Student Aid Internet Gateway	SAIG	COD	EAIP1	24	0.0	0.0	100.00%	100.00%

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EAI Related Outages

Date	Description	Interface Affected	Transactional Data Impact	File Transfer Impact	Length of Outage		
					Hours	Mins	Total hours
	none				0	0	0.00

Non EAI Related Outages

Date	Description	Interface Affected	Transactional Data Impact	File Transfer Impact	Length of Outage		
					Hours	Mins	Total hours
12/17/2003	FOTW users were locked up due to a Max-Clients condition that was affecting the website. CSC and Accenture support were notified. The condition cleared before any action was taken. It is believed that a sudden burst of spider traffic/activity caused the problem. Investigation by the Tiger Team of support personnel is continuing to determine root cause and prevent future occurrences.	CPS-FAFSA	FAFSA was unavailable.		0	4	0.07
1/4/2004	Degradation. FOTW users were receiving error messages due to a clone problem on HPN4. The clone was recycled to alleviate the problem.	CPS-FAFSA	Some FAFSA functionality was unavailable.		2	11	2.18
1/4/2004	Degradation. FOTW users were unable to do School Code Lookups or save their applications due to temp file problem. The temp files were recreated to allow users full functionality on the site.	CPS-FAFSA	Some FAFSA functionality was unavailable.		0	50	0.83
1/9/2004	Users were experiencing problems on the website due to a max clients condition. The problem cleared while being investigated. The Tiger Team is continuing to look into this incident for problem determination and resolution	CPS-FAFSA	FAFSA was unavailable.		0	15	0.25
1/11/2004	FAFSA was degraded. The new servers (R7410-9 and R7410-10) that were being added in preparation for the upcoming peak season included invalid "plug in" configuration files. Some user traffic was being routed to these new servers causing intermittent loss of functionality. CSC support repaired the configuration file to no longer point to these servers.	CPS-FAFSA	Some FAFSA functionality was unavailable.		2	10	2.17